

Managed Services Policies

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The article explains Managed Services policies in place here at Infinite Campus.

Testing and Update/Refresh Policies

1. If an update request to staging is for the same version or less than production and sandbox the update will not be completed.
2. If an update request to production is for a version newer than the staging site, the staging site will also be updated to that version. Because both sites will be updated, the request may take up to twice as long to complete. To minimize the impact on the timing for the production update, it is possible to schedule the staging site to a Campus Version before requesting it in production.
3. Only auto-update approved updates and refreshes will process over the weekend. Manual updates and refreshes, including Cloud refreshes, are not completed Saturday or Sunday, they will be processed the next business day (Monday – Friday, 4:00pm – 11:59pm CST).

Campus Maintenance Windows:

When security updates or operating system patches are required, maintenance will be performed on Wednesdays from 3:00 a.m. to 5:00 a.m. district time.

Campus Cloud districts have a maintenance window of Thursday mornings for the automatic SIS update. This maintenance runs from 12:30 am - 3:30 am district time.

When maintenance is required, a dedicated window from 9:00 PM to 11:59 PM Central time on the first and third Friday of our Campus SIS four-week release cycle will be utilized.

This maintenance window is designed for support applications that are used by our customers' staff and includes the following applications:

- Campus Community
- CampusID
- Production Documentation and Learning Content (content.infinitecampus.com)